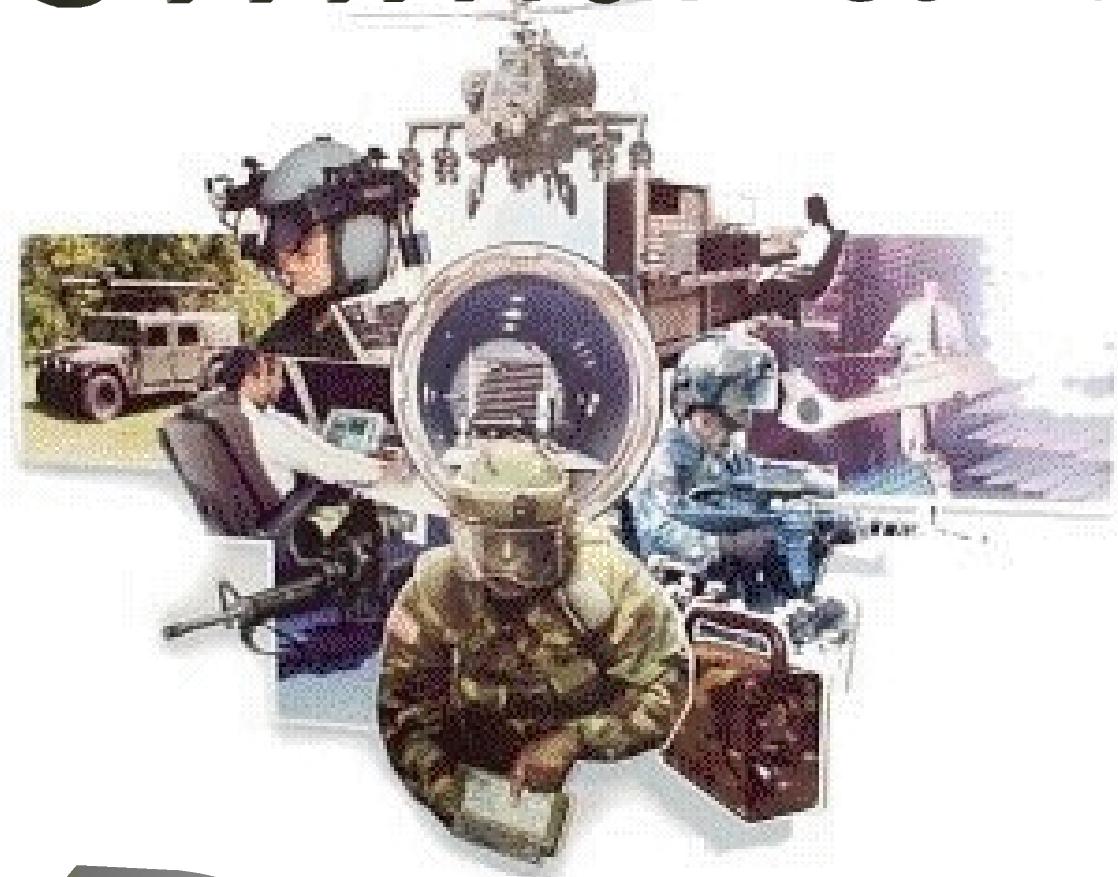


# Communication



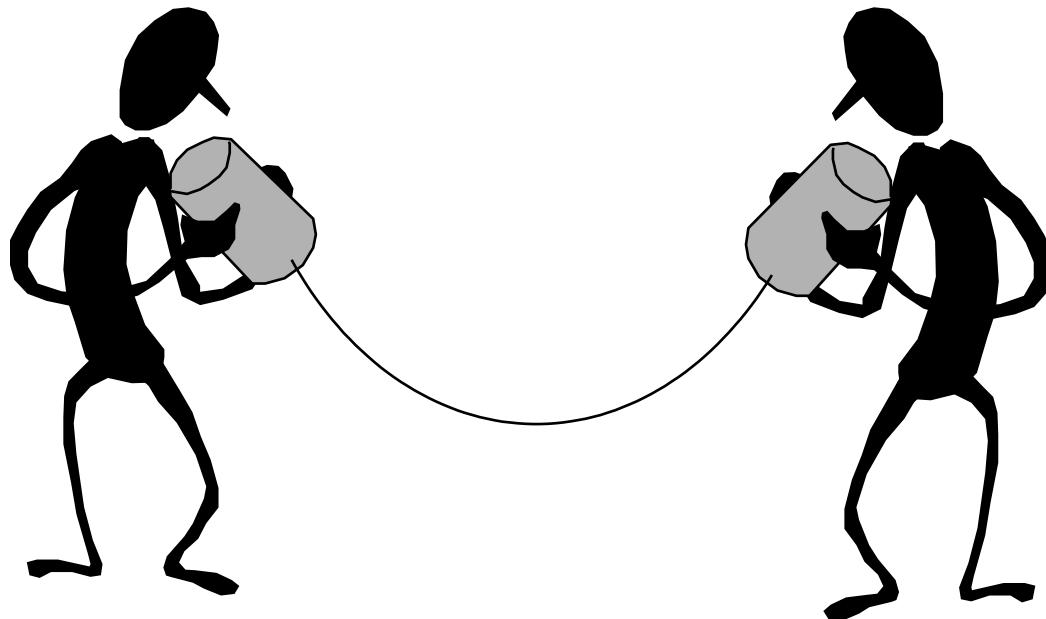
# Process

# Overview

- **Definition of Effective Communication**
- **Elements of the Communication Process**
- **Communication Barriers**
- **Cross-Cultural Misunderstandings**
- **Barriers to Cross-Cultural Communication**
- **Accents**

# Definition of Communication

**The successful exchange of information between individuals.**



# Guidelines to successful Communication



- Prepare yourself
- Check partner
- Be Positive
- Use “I” message
- Be specific
- Active listening
- Stay Focused

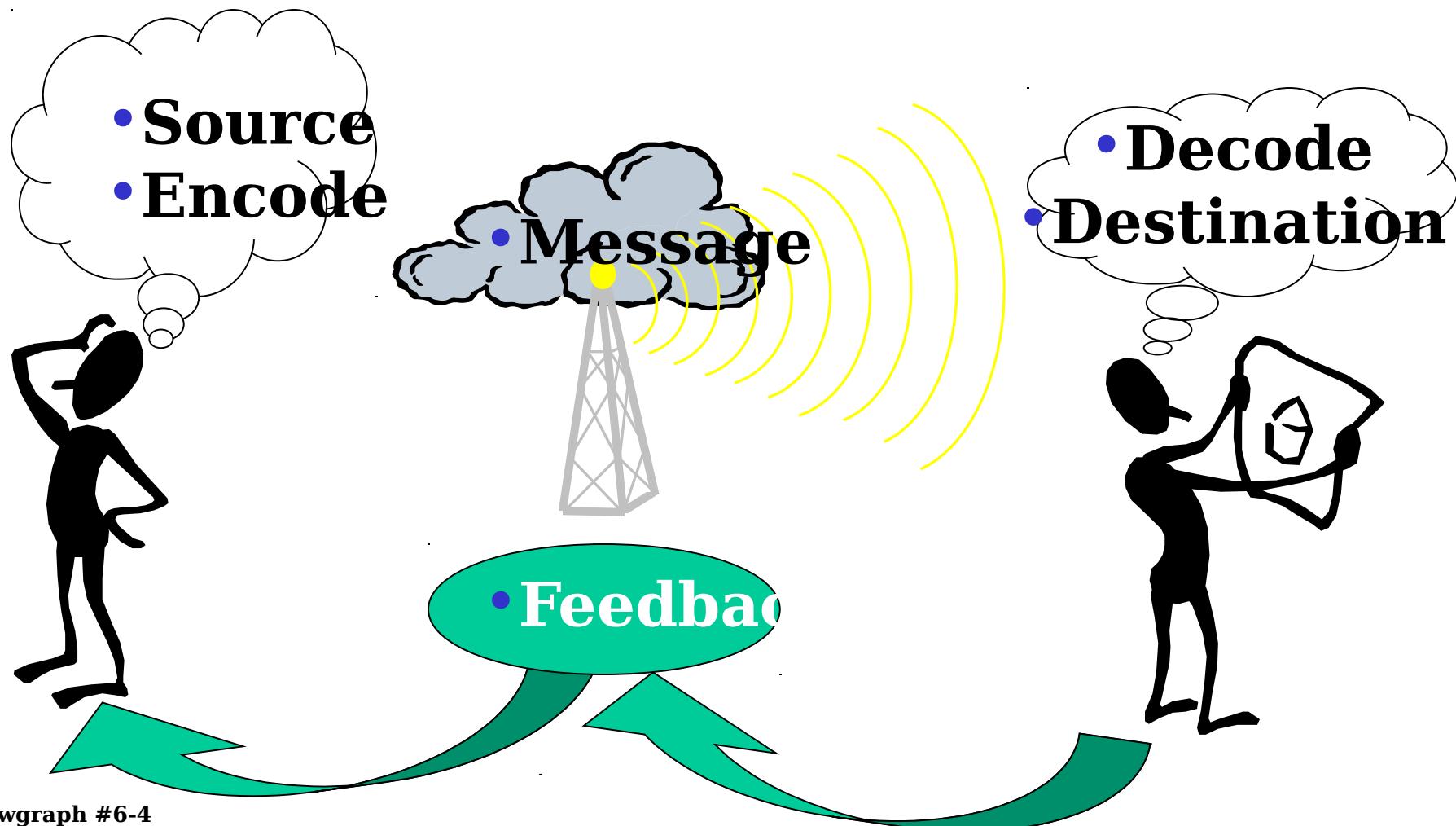
# Factors of Interpersonal Communication

- **Self-concept**
- **Poor self-concept**
- **Coping with angry feelings**
- **Admit your emotions**
- **Self Disclosure**

**“Poor self-concept=Poor communication”**



# Elements of the Communication Process



# Styles of Communication

## Style I

- Friendly
- Sociable
- Playful

## Style II

- Directive
- Persuasive
- Demanding
- Evaluative
- Blaming
- Praising

## Style III

- Speculative
- Tentative
- Uncertain
- Searching
- Reflecting
- Exploring
- Intellectual

## Style IV

- Disclosing
- Revealing
- Explicit
- Responsive
- Accepting
- Aware

# Communication Barriers

- **Language barriers**
- **Different communication styles**
- **Physical barriers**
- **Perceptual barriers**
- **Noise**

# **Cross-cultural Misunderstandings**

- **Social courtesies**
- **Flow of information**
- **Assertiveness**
- **Culture**
- **Honesty**

# Barriers to Cross-cultural Misunderstandings

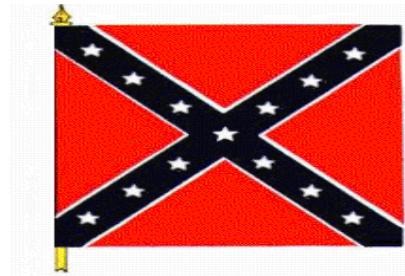
- **Songs, symbols, and gestures**
- **Accents**
- **Jive and Jargon**
- **Lack of trust**

# Signs and Gestures

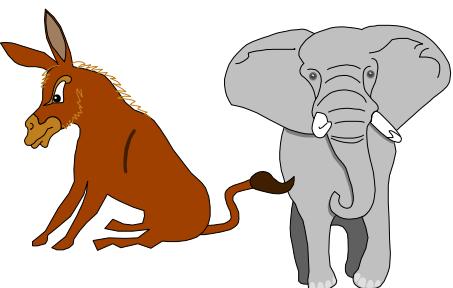
Malcom “X”



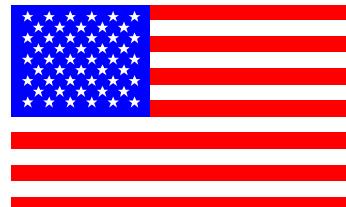
Confederate Flag Peace Sign



Political  
Caricatures



National Flags



Handshakes



Clenched Fist



# Accents

- Americans often react negatively when listening to people with strong foreign accents
- Indifferent when someone is struggling with English language
- Can lead to other assumptions and biases

# Summary

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